



Keep Your Drive

Keep Your Drive - Under the Lenovo Limited Warranty terms, if a hard drive fails, and Lenovo replaces the drive, the defective drive becomes the property of Lenovo. However, with KYD there is no need to return the drive or pay for the replacement. By keeping the drive(s) in the customer's possession, customers can stay in compliance with data privacy and retention requirements as well as mitigate the potential for civil liability risks. Customers can tightly protect their data by holding onto that disk drive when they turn in their PC for repair. Fortunately, because Lenovo's diagnostics system can identify when a disk drive is defective, we already know if the drive needs to be replaced and can authorize the customer to remove the drive before giving the PC to us.

Keep Your Drive covers multiple drives in a single system and multiple replacements of the Lenovo Drive, as appropriate.

International Warranty Upgrade: Can be purchased in addition to one or more applicable services (ADP, Sealed Battery Warranty &/or KYD) to extend coverage outside the users home country. Note: One International Upgrade covers one or all three services.

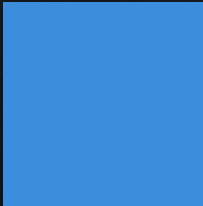
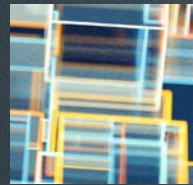
Lenovo™ Services

Key Benefits

- KYD helps improve data security, and potentially mitigate civil liability risks for any organization with sensitive information on their drives like SSN, credit card information, and more
- Organizations can decide how and when to dispose of their data, on their terms.
- Reduces the customer's paper work associated with returning and tracking hard drives, in-transit

Customer Pain Points

- Data privacy, intellectual property, and data retention requirements - ensuring the data on systems cannot be accessed by unauthorized persons.
- Requirements to meet industry regulatory compliance rules regarding protecting data on systems.
- Concerns or requirements related to civil liability risks associated with data privacy and data retention.



Typical Customer

- Healthcare (HIPAA), Pharmaceutical, Financial, Government, High Tech (R&D), Credit Card Payments, Payroll, etc.
- KYD is very inexpensive. All customers are candidates for KYD

Qualifying Questions

- Do you have any concerns about data privacy and data retention requirements?
- Do you have any concerns about the data on your systems in the event they should require a new hard drive?
- Do you have to meet any industry regulations with regards to sensitive data that may reside on your systems?
- Do you have any civil liability risks associated with data privacy and data retention requirements?

